

Request For Waiver - CC Docket No. 02-6
Appeal - Barborton City Schools (BEN 129522)
2017-18 Funding Year - 471 #171020156
Barborton City Schools, 479 Norton Avenue, Barborton, Ohio 44203
Customer Service Case #177160

Contact: Richard Kevern - E-Rate Connection - Consultant #16062162 -
177 Wilbur Drive, Munroe Falls, Ohio 44262 - 330-686-2061 -
richardkevern@e-rateconnection.com - LOA Attached

Objective:

This is an appeal to request a "Waiver of Deadline" to change the "out-of-window" designation of Barborton City Schools 2017-18 E-Rate 471 application #171020156 to "in window" because I, the school's E-Rate consultant, was locked out of the certification process without explanation until after the 471 deadline had passed.

Rationale:

On April 20th, 2017 I finished Barborton's Cat 1 471 application #171020156 but did not send it for certification because I next wanted to do a 2017-18 Cat 2 471 for Barborton, upon completion of which, I intended to send both Barborton's Cat 1 and Cat 2 applications for certification at the same time.

However, after I finished Barborton's Cat 2 application and got it certified on May 9th, when I went to find Barborton's already finished Cat 1 471 #171040656 it no longer appeared in my portal "Tasks" folder, and therefore could not be certified.

After I was also not able to find this finished Cat 1 471 in Barborton's "News" and "Related Actions" folders, and finding it but being unable to do anything with it in Barborton's "FCC Forms" portal folder - I called the USAC Helpline for assistance on Apr. 10, 2017, (Case #177160), and was told the matter would be immediately "escalated".

That same day I received a Helpline communication labeled as being from "IT" to "get this application certified immediately", which I then tried to do using all of the above tools again - to no avail. The next day, May 11th, I

called the Helpline again to seek remedy for this dilemma - stating that I still could find no way to certify 471 #171020156. Again I was told that this issue was being “escalated”.

After calling the Helpline again on May 15th, (4 days after the 471 deadline), I was notified through the Case #177160 that the reason I had not been able to find the “incomplete” 471 application so that I could certify it, because the “Task” had (unbeknownst to me) already been accepted by Shawna Jones, (Barberton’s treasurer).

However, knowing that I was supposed to be handling Barberton’s E-Rate applications for them, Ms. Jones didn’t know what to do with this information, and did not certify the application. But by “accepting” the task she had unknowingly removed it from being accessible to me.

In conclusion: Because Barberton’s 2017-18 Cat 1 471 had disappeared, and because USAC staff did not inform me why it had disappeared until four days after the 471 deadline - we were unable to certify Barberton’s 2017-18 Cat 1 471 #171040656 “in window” through no fault of our own.

We respectfully request that Barberton City Schools 2017-18 Cat 1 471 #171040656 be declared “Certified In Window”, or that we be given an opportunity to certify it - with an “in Window” designation.

Thank You,

Richard Kevern

NewsTasks (1)RecordsReportsActions

Richard KevernApplan

Universal Service Administrative Co.

Summary >NewsRelated Actions

Records / Customer Service Cases

#177160Follow

Reopen Case

Case Details

TopicSystem Problem Report - FCC Form 471

StatusClosed

PriorityMedium

Inquiry TypePhone

Form TypeFCC Form 471

Form Number171020156

Created ByUSAC

Created On5/10/2017 12:02 PM EDT

OrganizationBARBERTON CITY SCHOOL DISTRICT

Case Description

DescriptionFCC Form # 171020156 is missing and we need to certify it?

Case Artifacts

Documents

Name	Uploaded By	Upload Date
No items available		

Attachments

Attachment	Attachment Type
No items available	

Case Thread

User	Note	Date
USAC	Hello Richard, I was informed by IT that a case has been generated for Form 471 171020156. Please get this application certified immediately.	5/10/2017 4:20 PM EDT
USAC	John, Your case has been escalated to Customer Service Management at USAC. We will update you as soon as a solution is identified.	5/10/2017 3:59 PM EDT

Case Contact

Case ContactRichard Kevern

NewsTasksRecordsReportsActions

Richard KevernApplan

Universal Service Administrative Co.

Summary >NewsRelated Actions

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No items available	

Case Thread

User	Note	Date
USAC	Hello Richard, IT has informed me that the Task for your application 171020156 was accepted by Shawna Jones an Authorized user for BEN 129522 on April 21 @ 1:12PM. In order to submit this Form 471 you will need to file a FCC Waiver to submit this application out-of-window. Due to this information I will be closing this case. If you have any questions or believe this case was closed in error, please contact CSB at (888)203-8100.	5/15/2017 9:51 AM EDT
USAC	Hello Richard, During my investigation our IT team was able to successfully manually regenerate your task. We will investigate to see if there were any other issues during the manual regeneration. Please be patient while we look into this. Since you were not able to certify your Form 471 application 171020156 please file a FCC waiver to ensure you can file outside the window.	5/15/2017 9:14 AM EDT
USAC	Hello Richard, I was informed by IT that a case has been generated for Form 471 171020156. Please get this application certified immediately.	5/10/2017 4:20 PM EDT
USAC	John, Your case has been escalated to Customer Service Management at USAC. We will update you as soon as a solution is identified.	5/10/2017 3:59 PM EDT

Case Contact

Case ContactRichard Kevern

Mrs. Patricia Cleary - Superintendent
Barberton City Schools
479 Norton Avenue
Barberton, Ohio 44203



Dear Mrs. Cleary:

10.3.2016

Thank you for contracting with E-Rate Connection, (Richard Kevern & Associates), to manage the 2017-18 Federal E-Rate Program application process on behalf of your school. Your school's base fee for 2017-18 will be \$3,000.00 and will be due November 3rd, 2016, (Terms = Net 30 Days).

If you choose to have us make a Category 2 application on your behalf, we will charge 5% of the funding awarded by FCDL, subject to a \$300 minimum.

Work will begin upon receipt of this signed contract, which also serves as the official "Letter of Agency", (LOA), authorizing E-Rate Connection to act on your school's behalf regarding E-Rate matters. Your staff will be required to review and certify applications submitted on your behalf, and to review all legitimate bids fairly & equally using price and other valid criteria of your making. After funding is awarded, your staff will then be required to inform your service providers directly of your choice to receive your E-Rate funding in discounted monthly bills or year end reimbursement.

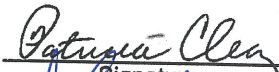

Services to Be Performed By E-Rate Connection Will Include:

- Verify Current State Free & Reduced Lunch Percentages from Latest Available Ohio Dept. of Ed. Records.
- Complete & Submit Form 470 Application/s Using Information to be Provided by School Staff. Prompt & Assist School Superintendent or Treasurer in Submitting Form 470 Certifications Prior To Deadlines.
- Observe Mandatory 28 Day "Competitive Bidding" Period, Collect & Forward All Bids for Review & Decisions by School Administrators and Review & Verify or Amend Form 470 Receipt Notification Letter/s as Appropriate.
- Verify Service Providers' Eligibility Status & Collect "Services/Equipment To Be Purchased" Data for Form/s 471 Service Specifics, Quantities, Capacities, Costs, etc. Using Data Which Must be "Timely" Provided by School Staff in SLD Approved Spreadsheets. Complete & Submit Form 471 Application/s.
- Assist School Officials in Submitting Online Certifications for all Federal Application Forms to Meet Deadlines.
- Review Form 471 Receipt Acknowledgment Letter (RAL) For Accuracy & Opportunities to Increase Funding.
- Address Program Integrity Assurance (PIA) Reviewer Questions & Requests for Documentation.
- Verify Funding Commitment Decision Letter/s (FCDL/s) & Submit Forms 486 to Trigger Release of Funds.
- Write and File Appeals For Any Unfavorable Funding Decisions and Assist Applicant School In The Event of a "Special Review" by providing "Application-Related" Information as Requested by SLD Special Review Agents.
- Complete & Submit Form/s 486 Verifying, Program Compliance & Triggering Release of Funds.
- Complete & Submit Form/s 472 "BEAR" Forms to Request Reimbursement for Discountable Costs Already Paid.
- Provide Application Related Information & Documentation in the Event of an Audit - Address Auditors Application-Related Questions/Issues as Appropriate & Provide Electronic Copies of all Application-Related Records in Our Possession as Requested by Federal Auditors. Note: At request of a client school "on-site" Representation Regarding "Application Issues" Under Audit Will be Billed at \$125 Per Hour Plus Expenses.

IMPORTANT NOTE: Your school staff are required to provide information and documents requested by E-Rate Connection as needed for preparation of E-Rate application forms no later than 15 days prior to all applicable deadlines so that applications can be filed in accordance with those deadlines. Failure to do so may result in applications being submitted with missing or incorrect information, and an eventual reduction or loss of funding, for which E-Rate Connection is not responsible. E-Rate Connection's liability is limited to the amount of the "base fee" and any Category 2 "minimum fee". Please acknowledge your agreement to the above terms and conditions by signing and dating below.

Mrs. Patricia Cleary - Superintendent
Barberton City Schools

Richard Kevern - E-Rate Connection
177 Wilbur Drive, Munroe Falls, OH 44262

	10-4-16
Signature	Date
	11/3/16
Signature	Date